ANNEX 3

ACHIEVEMENT OF PERFORMANCE PLEDGES

(1 April 2008 to 31 March 2009)

(A) Enquiries*

	Response Time		
By telephone or in person	Immediate	Within 30 minutes	More than 30 minutes
	13,848 (100%)	0	0
In writing	Within 5 working days	Within 6-10 working days	More than 10 working days
	216 (97.7%)	3 (1.4%)	2 (0.9%)

* Excluding enquiries on existing complaints.

(B) Complaints**

	Response Time		
Initial assessment / acknowledgement	Within 5 working days (target: 80%)	Within 6-10 working days (target: 20%)	More than 10 working days
	4,962 (99.8%)	9 (0.18%)	1 (0.02%)

** Excluding complaints to others copied to us and cases outside jurisdiction or under restriction.

	Cases outside jurisdiction or under restriction			Other cases		
Cases concluded	Within 10 working days (target: 70%)	Within 11-15 working days (target: 30%)	More than 15 working days	Less than 3 months (target: 60%)	Within 3-6 months (target: 40%)	More than 6 months
	855 (77.17%)	217 (19.58%)	36 (3.25%)	3,028 (65.93%)	1,483 (32.29%)	82 (1.78%)

(C) Group Visits and Talks

	Response Time	
Requests for guided group visits	Within 5 working days	More than 5 working days
	19 (100%)	0
Requests for outreach talks	Within 10 working days	More than 10 working days
	12 (100%)	0